1. On page 8 of the SOW it says, "The following specific projects are anticipated to be completed by the Agency:" Then it lists the 1-7 tasks. So CSI will be completing all of those and not the vendor?

    Response: No, the vendor would be expected to complete the development, coding, etc. The intent is that "The following specific projects are anticipated by the agency to be completed by the vendor:"

2. Is the $225,000 allocated in this CEP the amount that will be available to the contractor for the project or is the program budget for Insure Montana for the next fiscal year?

    Response: The $225,000 is the amount available for the contract.

3. If this is Insure Montana's entire program budget, what is the not-to-exceed amount that is to be awarded to the contractor?

    Response: $225,000

4. Regarding the use case requirement: please provide a business definition of agent, table definition for tables with 1:m relationships from the table containing agent, and screens/web pages currently used for entering/updating agent information.

    Response: An agent is an entity that can be attached to an agency and assigned to a policy (see attached screen shots).

5. In use cases, please provide a business definition of case notes as applied to your application.

    Response: A journal entry of significant facts, to justify actions taken, and supports determinations made by the user. The case notes will also be available for a user to read or print at a later date. Once saved, the original case note text cannot be altered or deleted; however, an amendment may be added when a correction to the original text is appropriate. (See attached screen shots.)

6. With the understanding that each task is dependent upon scope, what is your expectation (percentage of time) for a contractor of time spent on analysis prior to design and development?

    Response: A period of time that is mutually agreed upon by the agency and vendor which would be dependent on the scope of the project.

7. What are the expected Transition/Phase-in start and end dates for the contractor?

    Response: The contract will begin July 1, 2012 and end June 30, 2013.

8. What periodic tasks will be taking place during the Transition/Phase-in timeframe?

    Response: There are no periodic tasks anticipated.

9. Please confirm whether scope of the project covers only Enhancements or include Production Support (Incident Management) of the IM Database System also.

   Response: Please see pages 8 and 9, #7 of the SOW. The ongoing tasks include Production Support.

10. If the scope covers the Production Support, please clarify the following:

- What are the SLA's and support coverage expectations?

   Response: There will not be an SLA or required support coverage beyond the contract period.

- Does CSI expect the vendor to provide a helpdesk?

   Response: No

- Could you please share the history including total count of service requests raised during the past?

   Response: Upon completion of a project, service requests are not anticipated.

- Could you please elaborate on the anticipated volume of service requests?

   Response: During the development of a project, service requests vary depending on the scope of the project.

11. The SOW document requests for "Work Samples" from other projects. Please confirm whether the "Work Samples" means "samples of sprint documents, issue tracking documents, and invoices".

   Response: The work samples should include all documentation of a recent project.

12. Please confirm the version of IIS (7.5/ 7.0 / 6.0 /5.1) used to host the IM Program Database System.

   Response: 7.5

13. What are the modules developed as ASP.Net web applications in IM Program Database System?

   Response: Using the assumption that a form is a task (module), the web application has 33.

14. Please confirm whether C# or VB.Net is used in developing web applications.

    Response: VB.Net

15. Please confirm the version of .Net framework used to develop the IM Program Database System.

    Response: 3.5

16. What are the browsers compatible with IM Program Database System?

    Response: Fire Fox and Internet Explorer 8 and 9.0

17. What are the Operating Systems compatible with the IM Program Database System Desktop application?

    Response: Windows XP and Windows 7 32 bit

18. What are the scripting languages (such as vbscript, JavaScript, Jquery, json, etc.) used in IM Program Database System.

    Responses: There are no scripting languages in the IM Program Database System.

19. What are the third party components or tools used in IM Program Database System?

    Response: There are no third party components or tools used in the IM Program Database System.

20. What are the modules developed as VB.NET windows application in IM Program Database System?

    Response: Using the assumption that a form is a task (module), the desktop has 31.

21. Please confirm whether any design patterns were followed in developing IM Program Database System?

    Response: No patterns were utilized in developing the IM Program Database System.

22. Could you please provide more details on the different layers (Database layer, Business layer) in the application architecture?

    Response: The Desktop application is Vb.Net, the Database is Oracle 11 and the web site is the same as the response to question #13. The Desktop and Web App are isolated from each other. Data, auditing and external processes are managed

via Oracle functionality. Development for all three components will occur in-house via terminal server utilizing subversion.

23. Could you please elaborate on the technology and language used to develop the State accounting system (SABHRS)?

    Response: This is outside the IM Program Database System scope.

24. Could you please share the design document of State accounting system (SABHRS)?

    Response: This information is not available to the Insure MT Program.

25. Could you please provide access to the "IM Program Database System" online application? This will help the vendor to understand the functionalities and aid better estimation.

    Response: Access cannot be provided, however, screen shots of the applications are attached.

26. Could you please provide the IM database design document?

    Response: The database model and table have been previously provided with the CEP announcement.

27. Please confirm whether any Oracle inline queries are used in the IM Program Database System application layers?

    Response: Yes

28. We understand that "Tax Credit Program is for small businesses with 2-9 eligible employees that are currently providing group health insurance to their employees may be eligible to apply for a refundable State Tax Credit, through the Tax Credit Program".

    Could you please provide more details on "Tax Credit program"?

    Response: Please see the information posted on the Program's website at www.insuremontana.org.

29. We understand that "Purchasing Pool Program - Small businesses that are currently not offering group health insurance to their employees can apply for the Purchasing Pool Program which offers premium assistance and incentive subsidy payments monthly to qualified groups to help make the cost of health insurance premiums more affordable."

    Could you please provide more details on "Purchasing Pool program"?

    Response: Please see the information posted on the Program's website at www.insuremontana.org.

30. Please confirm whether the vendor will be using the existing IM Database and Tables for any new enhancements?

    Response: Yes

31. Could you please elaborate more about "Application by Year" project and provide any available documentation for this?

    Response: Currently businesses participating in the program only have one application for multiple years. The expectation is that the business will have an application for each year of participation in the program. Development of the requirements will be part of the upcoming contract.

32. Please confirm whether the "Application by Year" will be developed as web application or windows application?

    Response: As businesses submit renewal applications via the web, the expectation is that these applications will be historically saved by year.

33. Please confirm whether the Admin Tools will be developed as Web Application or Windows (VB.NET)?

    Response: Windows

34. What are the functionalities (such as premium rate changes) to be covered in Admin Tools?

    Response: Currently insurance premium rates are received from insurance carriers and must be entered by programmers. The expectation is that a process will be designed to allow users to enter rates in the database.

35. Who is authorized user/s who will be using the "Admin Tools"?

    Response: The user(s) could vary depending on the tool.

36. Could you please provide any document or mockup screens available for "Admin Tools"?

    Response: There are no documents or mockup screens developed. This will be included as part of the project scope.

37. Please confirm whether any Disaster Recovery Plan already exists?

    Response: The current Disaster Recovery Plan is currently under revision.

38. Please confirm whether the envisaged Disaster Recovery Plan should handle for both Database (Oracle) and webserver (IIS)?

    Response: Database only.

39. Which module of IM Program Database System needs to be modified to implement "Estimate Update" project?

Response: The scope of the enhancement has not been currently defined. This will be included as part of the project scope.

40. Could you please provide any documents available for "Estimate Update" project?

Response: There are no documents available. This will be included as part of the project scope.

41. Please confirm whether the "rate date" already exists for the "Estimate Update" project? What are the tables to be modified in the IM Program Database System?

Response: Yes. The scope of the enhancement has not been currently defined. This will be included as part of the project scope.

42. Which module of IM program system needs to be implemented for "Reported Income" project?

Response: The scope of the enhancement has not been currently defined. This will be included as part of the project scope.

43. Could you please provide any documents available for "Reported Income" project?

Response: There are no documents available. This will be included as part of the project scope.

44. Security Review - "Auditing captured by Triggers".
Could you please provide more clarity on why Auditing Captured by Triggers?

Response: To know when a record has been modified and by whom.

45. Can the vendor suggest any other approach for Auditing or should be implemented only by Triggers?

Response: Suggestions for an alternative approach would be considered.

46. What are the fields (such as password) that require encryption in "Security Review" project?

Response: Personal protected information.

47. Security Review – Please confirm whether the Audit data need to be in a separate table.

Response: Yes, for historical purposes.

48. Please confirm whether any reports are required based on the Audit table?

Response: Yes

49. Security Review - Please confirm whether every columns or only specific columns in the table should be audited?

    Response: Columns required to be audited have not been determined.

50. Security Review - Please confirm whether every tables or only specific tables in the IM database should be audited?

    Responses: Tables required to be audited have not been determined.

51. Security Review - What are the actions (insert\update\delete) need to be audited in the IM Database?

    Response: All actions will need to be audited.

52. Please confirm whether apart from IM Database, any other Database will be involved?

    Response: No other database will be involved.

53. Please confirm whether any Transaction mechanism (database level, application level) is implemented in the existing IM Program Database system?

    Response: Database level.

54. Ongoing Tasks - Reports Review/Revision - Please confirm the technology used to develop Reports.

    Response: Crystal Reports

55. For cost efficiencies, can we propose some resources be based remotely at our development center(s) either within US or outside the US?

    Response: Please refer to page 5, Contractor Staff, Roles and Responsibilities— all staff must work within the United States.

56. A similar SOW was released in Aug. 2011. Is this the same one?

    Response: No

57. May we know the reason(s) why no vendor was picked at that time?

    Response: A vendor was picked at that time and the current contract ends June 30, 2012.

58. Our NDAs with our clients prohibits us from providing specific work samples. Can we just provide the 3 references?

Response: Work samples plus three references are required as per page 13, #3 of the SOW. The Contractor can redact any protected information in the work sample.

59. Is there a recommendation for composition of the proposed project team?

    Response: The Contractor is required to identify the composition of the project team per page 4, Roles and Responsibilities Matrix of the SOW.

60. Are detailed resumes of the project team members required?

    Response: Yes

61. Can we provide sample resumes?

    Response: No. The team members must be identified to accurately determine that each person meets the skill set as identified in the SOW and also to meet the background check requirements.

62. Is the $225K project budget firm?

    Response: Yes

63. Will responses from vendors exceeding the budget be deemed non-responsive?

    Response: Yes

64. Would like clarification on the nature of the project. Many parts of the SOW have a time and materials feel. On page 7 – "*Upon the signing of this Statement of Work by the parties, written IM Program Database project work requirements will be provided to Contractor by the Agency Project Manager or designated staff utilizing the Agency's priority process. Timelines for assigned work will be mutually determined by Agency and Contractor for each task assigned.*" – this would seem to indicate that the details of the projects will be provided after the SOW is signed. At that point the timelines and scope will be agreed upon. However on page 13 – "*Project Plan: The Contractor should provide a (project) plan that encompasses the projects anticipated in the Scope of Work and Deliverables with their response. The Contractor's response should identify the key high level elements of their project plan, and the subsequent Work Breakdown Structure (WBS) that the Contractor determines necessary to complete the project, including activities, deliverables, system documentation, estimated hours, and milestones. The Contractor must identify when they can initiate the work effort, and that the deliverables can be produced within the identified time frames. The Contractor's plan to perform the services of this SOW will be scored and evaluated against other proposals to perform the requested services.*"

    This seems to indicate that the scope is fixed, and that the bid will require a detailed

WBS. Which approach is necessary for the response? Is this a fixed scope project or a time and materials?

Response: A time and effort approach is expected for each project listed on pages 8 and 9.

65. In terms of the project being a fixed scope (with fixed cost) – on page 5 "The Contractor's resources will perform work as noted within this SOW and as directed by the Project Manager" – how will changes to scope effect the budget?

    Response: Changes to the scope will not increase/decrease the budget; however, could cause a change to number of projects completed.

66. How will production support responsibilities work with fixed nature of the budget and scope?

    Response: See pages 7 through 9, Production Support is included in on the Ongoing Tasks.

67. What is the application architecture? There is reference to both web applications and desktop applications. Would it be possible for the State to provide documentation on the functionality the current applications?

    Response: Please refer to the last paragraph of the Project Summary found on page 7 of the SOW regarding the application architecture.

    The web application allows a Business to update its application data to re-establish its qualifications for the active program. For Purchasing Pool, the process also requires each Employee application to be updated to re-establish their qualifications for the program.

    The desktop application allows the user to add and maintain business and employee subsidy and tax credit applications. The user can add and maintain a purchasing pool policy or tax credit detail. The user can also add and maintain agencies and agents.

68. What are the expectations of the disaster recovery plan?

    Response: To enable the system to recover from a disaster.

69. Totally system failure? A hardware or disk failure?

    Response: The expectation is that the contractor will assist in identifying the needs. Please see page 8, #3. This will be included as part of the project scope.

70. For the transition – what are the requirements of the outbound party? Are they under any obligation to assist in the transition?

Response: Please refer to Transition/Phase-In on page 10 of the SOW.

71. If the responder does not have experience with the *Montana Department of Administration, State ITSD standards and policies*, does it disqualify them from being awarded the contract?

    Response: All responders must be currently listed with the Master Contract for Information Technology Services through the Montana Department of Administration, State ITSD and should have experience and be familiar with their standards and policies.

72. Under Other Contractor Requirements - #2 *"The Contractor's response should include a sample use case that describes the detailed process and functionality of adding a case note to an agent on the IM database. The time required to complete the use case must also be included with the sample use case."* – how are responders to do this without access to the State's system?

    Response: More information has been provided with the responses to questions 4 and 5.

73. Will the State allow a portion of this work to be completed in a remote delivery approach?
    Response: Please refer to page 5, Contractor Staff, Roles and Responsibilities— all staff must work within the United States.

74. Is the State open to a change order process for items outside of the scope outlined in the final SOW?

    Response: Yes

75. Are there existing estimates for the work to be completed in the award period?

    Response: No

76. Is the previous vendors Morrison Mairele also able to bid on this project?

    Response: Yes

77. In the CEPnEval document under the Project Cost section it states that the Ratio Method of Cost Evaluation will be used. Is that correct?

    Response: Yes

78. From the previous contracts with StoneRiver and Morrison-Maierle what is the average number of FTEs used for this project?

    Response: 2 – 3

79. For each FTE what is the average hours they worked in a given week through the life of the project.

Response: 20 – 30

80. In the SOW, Section IV. Other Contractor Requirements 2) on page 15:

    a. We don't currently know the IM database, nor have we discussed the requirements for a case note – so are we to use a hypothetical case note scenario to develop a sample use case?

    Response: Yes, a hypothetical case note is anticipated.

    b. Any direction you can provide wrt would be helpful, so that we can provide appropriate information in the proposal.

    Response: More information has been provided in the responses to questions 4 and 5.

81. Is the current support staff housed onsite in State facilities? If not, where are they housed?

    Response: No. They complete development, etc. via a virtual computer from their own facilities. They attend weekly scrum meetings either in person at the state office conference room or via telephone conference call.

82. Is it expected and/or required that all support for the IM database system be provided in Helena, MT, i.e. is the support to be provide in a locale near the physical systems?

    Response: Please refer to page 5, Contractor Staff, Roles and Responsibilities— all staff must work within the United States.

83. Is all the necessary office space, hardware, software, and network access provided by the State to support the maintenance of the Insure Montana Program database system?

    Response: Office space other than a conference room for weekly meetings is not provided. As mentioned in response #81, virtual computers are available to complete development.

84. The CEP and Evaluation Criteria document asks for pricing for the deliverables as stated in the SOW. The SOW contains no specific deliverables per se and the tasks that are cited do not have enough detail to price individually. Please advise or provide more detail as to how you would like to see the pricing broken out.

    Response: Please refer to previous responses provided for more detail to establish pricing on deliverables.